

1. PURPOSE AND SCOPE OF THIS MEMORANDUM

This memorandum summarizes a site survey performed on July 18, 2008 to evaluate the condition of ADA-mandated accessibility at the Council on Aging in Pembroke Massachusetts. After a description of the site and interior conditions of the building, recommended improvements are provided in Section 7, beginning on page 8.

2. SPECIFIC SITE

The subject property is the Pembroke Council on Aging at 148 Center Street.



3. NAME AND LOCATION OF SITE

- a. The Council on Aging is located on a 2.41-acre Town-owned site (Parcel C9-46), accessed primarily from Center Street to the North. It is adjacent to the Community Center / Library parcel to the North and East.

4. EXISTING CONDITION OF FACILITY

a. Existing Conditions

- i. Primary uses: The Council on Aging is used for typical community service purposes. There is regular public access on an individual and group basis. The Center offers on-site and meals-on-wheels programs, social events, as well as counseling and medical support services.
- ii. Hours of Operation: The Council on Aging is open weekdays during normal business hours, with frequent evening and occasional weekend openings for parties, meetings, etc. It has no other formal municipal role.
- iii. Employee access needs: Council on Aging employees and volunteers have access needs similar to that of the general public.

b. Nature of site and building development

The Council on Aging building was initially constructed in 1924, and has received various modifications over the years. The Pembroke Assessor's records indicate a total of 3,832 Sq. ft. of floor space, with a current building value of \$363,400.

- c. Surrounding Town uses include the Library to the East and the Community Center to the North, both of which share some degree of common pedestrian and vehicle access, particularly some parking which is shared with the Library.

5. CONDITIONS OF FACILITY ACCESS

a. Approach to parking lot, parking spaces and signage

The Council on Aging is marked by a yard sign along Center Street and another above the main entrance, both clearly visible from the public way. The parking area is paved and contains approximately 13 marked parking spaces. Two of the marked spaces are designated as accessible. These spaces, however, are located next to a secondary, non-accessible entrance door at the south side of the building. The spaces have the correct signage, but there is no designated van-accessible space.

There is no direct sidewalk access from a public way.

Additional parking, including designated accessible spaces, is shared with the adjacent Library.



The condition of accessible parking spaces and accessible routes is generally good, with some minor deterioration of asphalt pavements. The sloped pathway to the rear (East) Council on Aging entrance is generally compliant but has gaps or steps in excess of ½" due to differential settlement of pavement.

b. Entrance and access to primary uses

- i. Doors and Sills – West and East entrances

Both entrances are accessed by ramps. The West (Center Street) ramp has been recently installed and appears to be fully ADA-compliant. The East ramp at the Library side is older, and is ADA-compliant in its overall dimensions, however there is differential settlement between pavements at the intermediate landing, which has resulted in weed growth and excessive vertical and horizontal gaps of 1/2:" or more.



Both exterior doors have power operators. The interior vestibule at the West entrance is non ADA-compliant due to the limited distance between the inner and outer doors; 4'-8" is provided instead of the required 7'-0" (7'-6" may actually be required in this case due to the large (42" wide) interior door. However, this may not be a violation if the inner door is fixed in its open position whenever the facility is in operation.



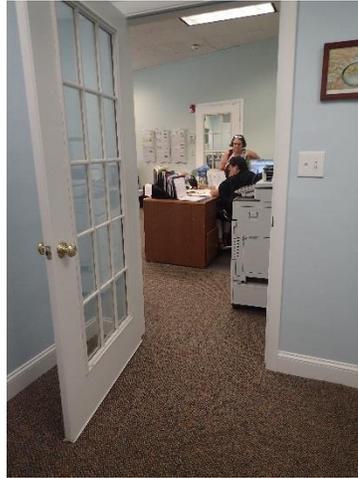
There is also only 12" of space at the latch-pull side of the interior door, where 18" is required.

The primary uses within the building are generally accessible to persons with disabilities, with specific conditions of non-ADA compliance noted below.

ii. Directional signage to primary uses within building

The interior signage at the Council on Aging is limited and does not meet ADA standards. Few of the permanent rooms and spaces are clearly identified. Signs

are mounted on doors instead of on the wall adjacent to the latch, and there are no Braille characters.



iii. Doorways and Door Hardware

With the exception of the exterior entrance doors and restroom door, most doors and doorways at The Council on Aging do not conform to ADA accessibility standards. This is typically due to one or more of the following conditions:

- Lack of appropriate hardware. Most doors have standard doorknobs, which cannot be operated with a closed fist or without grasping. Lever handles or simple push-pull hardware are required.

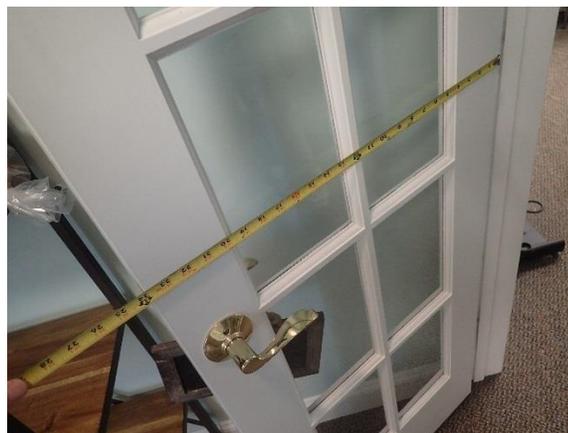


- Lack of adequate side clearance at doors. A minimum 18" clearance is required at the latch-pull side of any passage or entry door. This was

specifically noted at the interior door at the West entrance and at one or more interior locations.



- Size of door leaf. At one or more locations it was noted that the width of individual door leaves at double (French) doors was 24", where ADA requires a minimum clear width of 32" for accessible doorways (this is typically achieved with a nominally 36" wide door leaf).



iv. Service Counter

Height – transaction area

The main reception desk counter is 39" high, which exceeds the ADA maximum of 36".



c. Access to staff and other services

i. Signage and floor; functionality (height and visibility)

As noted above, the Interior signage at the Council on Aging does not typically meet ADA standards.

d. Restroom facilities

i. There is a single unisex toilet room for public use behind the reception desk, and a second toilet room in the rear of the building, serving Kitchen staff only. The public toilet room offers some degree of accessibility, but there are several non-compliant conditions which should be corrected. These include the following:

Public Unisex Toilet Room

This room is not designated as accessible. However, it has certain ADA-compliant elements:

- There is an accessible toilet with grab bars
- There is an accessible lavatory
- Door hardware is lever-type
- Overall floor space appears adequate

However, the accessibility of the room is compromised by the following:

- A large utility sink has been installed between the toilet and the lavatory, reducing the available clearance at the back wall to 50". The ADA required minimum is 60".



- There is insufficient clearance between the door and the lavatory; this may be addressed by modifying the door swing or relocating the lavatory. A smaller lavatory may also be considered.



e. Emergency communication equipment

- i. The building is equipped with a fire alarm system, and horn/strobe units were noted at several locations. However, a full survey of the coverage of these signaling devices in all accessible portions of the building was not conducted.

f. Issues with access to other specialized services

- i. Multi-purpose Room Stage.

There is a small raised stage across the East end of the Multipurpose Room, with a single step up approximately 8" above the main floor. There is no ramp or lift and this area is therefore not accessible. However, it appears that the activities which take place on this low stage can also be accommodated elsewhere in the room. If that is not the case, the installation of an access ramp should be considered for full, permanent accessibility.

6. BARRIERS THAT LIMIT ACCESS TO EXISTING BUILDING

a. Description of each barrier and nature of limitation

i. Condition of parking and pathway surfacing.

Parking areas and accessible routes are in generally good condition, but pavement settlement may locally exceed ADA standards. No van-accessible space is identified, although there appears to be room to provide the space and access aisle of the required dimensions.

ii. Ramps and doors

The main (West) entrance has a non-compliant interior vestibule, which lacks adequate space between the inner and outer doors and latch-pull clearance at the inner door. This is likely to pose a barrier to a person using a wheelchair unless the inner door is held open.

iii. Signage and service locations

Signage is generally non-compliant, as discussed above. Service locations within the building are generally accessible but there are problems with door configuration and operation and service counter height.

iv. Counters and other work surfaces

See above for counter height limitations at public service locations.

v. Restroom facilities

There is no designated accessible restroom, and modifications are needed at the single unisex public toilet to make it accessible. See above for additional detail.

vi. Other issues

See above for consideration of the raised stage area at the multi-purpose room.

7. SHORT TERM SITE IMPROVEMENTS

a. Accessible Parking

i. Re-stripe and designate a van-accessible space and access aisle.

ii. Relocate all accessible parking for optimum proximity to the West entrance ramp.

b. Ramp Surfaces

i. Correct gaps and steps at the intermediate landing of the East (Library) side ramp. This may involve grinding, feathering or replacement of asphalt or concrete paving.

8. LONG TERM SITE IMPROVEMENTS

a. None noted

9. SHORT TERM BUILDING IMPROVEMENTS

a. Unisex Toilet Room Accessibility

The public toilet room requires several modifications to make it fully accessible:  
Provide ADA-compliant signage.

Remove utility sink to allow 60" rear-wall clearance at toilet.  
Relocate lavatory and/or modify door swing to provide required access clearance at door.

- b. Interior Signage  
Provide consistent ADA-standard signage for all accessible doorways, routes and spaces.
- c. Door Hardware – priority items  
Provide lever-handle hardware at any doors expected to be used by the general public. Ensure single-action release (from the room or exit side) of doors subject to locking (i.e., no separate deadbolts, etc.)
- d. Service Counters – interim accommodation  
Where ADA-accessible height (36" or less) counters are not available, ensure that alternate accommodation is available. This can include a desk or table of appropriate height in the same service area, equally accessible to all users.
- e. Door Clearances – furniture interference  
Remove or relocate furniture to allow 18" clear at the latch-pull side of doors, plus 12" clear at the latch *push* side where the door is equipped with a closer.

#### 10. LONG TERM BUILDING IMPROVEMENTS

- a. West Entrance Vestibule  
Reconfigure the vestibule and/or inner door to provide the required door clearance dimensions in the vestibule. This will require additional design analysis, but may involve reducing width or changing the swing of the inner door. Building Code considerations may also apply, based on the occupancy classification and number of occupants in the building.
- b. Door Leaves – double door locations  
Replace double 24" wide door leaves with a single 36" wide door plus a 12" fixed sidelight (or inactive leaf, which can be secured with operable top and bottom bolts).
- c. Service Counter – transaction height  
Provide a permanent section of the Reception counter at ADA-compliant height (36" or less). This section should have the same approach path and access to customer services as higher-level sections.
- d. Door Clearances and Swings  
Reconfigure or relocate door openings and/or change door swings to allow 18" clear at the latch-pull side of doors, plus 12" clear at the latch push side where the door is equipped with a closer. This will primarily affect the West entrance vestibule, as discussed above.
- e. Multipurpose Room Stage

If equivalent accommodation cannot be provided at the main floor level, provide a chair lift or ramp for access to the stage.

- f. Alarm System upgrades  
Provide audio-visual signaling at all required areas of the building.